



2018

**AAHAM
Certified Revenue
Cycle Specialist**



**Information
& Applications**

For over 40 years, AAHAM certifications have become the standard and defined new levels of professionalism in healthcare administrative management and patient financial services. Certification is an investment in your personal growth and your professional future.

Earning an AAHAM certification demonstrates your:

- Commitment – to your profession and your ongoing career development
- Expertise – that you possess the knowledge to meet the industry’s highest standards and the capacity to pass a rigorous certification examination
- Professionalism – in your pursuit of excellence to the quality of service in your career and in the healthcare industry.

AAHAM certification gives you a powerful competitive advantage with prospective and current employers:

- Gain recognition and access to the positions and promotions you seek and deserve
- Build a network of connections in the influential group that shares your designation
- Continue to expand your skills and expertise through your commitment to continuing education

Table of Contents

AAHAM CRCS exam information	3
Certification calendar	3
Preparing for the exams	5
AAHAM CRCS Frequently Asked Questions	6
AAHAM CRCS exam application form	8
AAHAM CRCS study materials order form	9
Membership application	10

Specialist Certification Audience

This exam is intended for revenue cycle staff with responsibilities in patient access, billing, account resolution, denial management, collections, cash posting, customer service, and self-pay collections. The exam focuses on knowledge required in revenue cycle functional areas including registration (front desk), billing, and credit & collections.

Although Specialist Certification is not a pre-requisite for Professional level certification, it is designed as a rung on the AAHAM certification ladder to the Professional certification for those interested in pursuing the next level in their career path.

About the AAHAM CRCS Exams

Exam Overview

The exams are two hour, online, proctored exams that requires working knowledge within focused areas of the revenue cycle, including relevant regulations and acronyms, and comprised of three multiple-choice sections. AAHAM offers two types of Specialist Certification; one focused on the revenue cycle within an institutional (hospital, health system) environment, and the other focused on the revenue cycle in a professional (physician, clinic) environment.

Eligibility

The CRCS-I/CRCS-P exams are available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in the healthcare revenue cycle is recommended to successfully complete the exam.

AAHAM CRCS Sections

Sections included in the exams include:

CRCS-I Sections

1. Patient Access
2. Billing
3. Credit & Collections

CRCS-P Sections

1. Front Desk
2. Billing
3. Credit & Collections

Exam Format

Examinees must initially sit for all three sections, which contain questions in a multiple choice format. Each section of the AAHAM CRCS exam is graded separately and all three sections must be passed with a score of 70% or greater in order to earn the CRCS certification. If only one section is failed, a retake of that section is permitted. If more than one section is failed, a retake of the full exam is required.

Dual Certification

Individuals who currently hold a CRCS-I or CRCS-P certification designation may take an eighty minute exam to obtain dual certification. Both sections of the dual CRCS-I/CRCS-P examination must be successfully passed (70% correct) to earn a dual designation. If both sections are not passed successfully, a retake of both sections must be completed. Upon successful completion, all designees receive a certificate.

2018 AAHAM Certification Calendar

December 15, 2017
Registration deadline for
March 2018 Exam Period

March 12-23, 2018
March 2018 Exam Period

April 18, 2018
Registration deadline for
July 2018 Exam Period

July 9-20, 2018
July 2018 Exam Period

August 15, 2018
Registration deadline for
November 2018 Exam Period

November 5-16, 2018
November 2018 Exam Period

December 19, 2018
Registration deadline for
March 2019 Exam Period

Exam Retakes

Exams for failed sections must be retaken within twelve months of the initial exam date.

Exam Refunds and Postponements

CRCS-I/CRCS-P applications are non-refundable, and non-transferable. No postponements are allowed.

Grading

Grading is immediate upon completion of the exam. Results will be provided online.

Re-Certification

To retain the CRCS-I or CRCS-P certification designation, two options are available:

- Option One - Retake and pass the entire exam every three years.
- Option Two - Join as a national member within the calendar year you become certified in and earn continuing education units (CEUs). Members must be in good standing by January 31 of each year and earn and report thirty hours of CEUs within the three calendar years following certification. Fifteen of the CEUs must be obtained from attendance at AAHAM related educational programs. If membership and CEUs are not maintained, the designation will be revoked and can no longer be used.

Exam Frequency

The exams are held three times a year; March, July and November.

Preparing for the Exams

AAHAM certification examinations require hands on working knowledge of patient account management as it relates to national governmental regulations and policies that govern revenue cycle registration, billing and collection procedures. Working experience is not sufficient; candidates will need to enhance and refresh their knowledge through independent and group study programs. Participation in coaching sessions sponsored by your local chapter are highly recommended (see www.aaham.org or contact your affiliated chapter).

A downloadable CRCS-I/CRCS-P study outline is included in the exam fee. AAHAM also offers a comprehensive CRCS-I/CRCS-P exam study manual available for purchase. The manual is written by AAHAM specifically for AAHAM exams, to assist you in studying for the AAHAM CRCS certification. The manual contains a wealth of helpful information for those studying for the exams. The manual's chapters correspond to each section of the exams, with material targeted and geared toward exam questions. It features knowledge checks (practice questions) along the way to help gauge your progress.

“AAHAM certification has been the basic requirement in identifying future leaders in my organization. Getting a executive certification from AAHAM, clearly indicates the competence an individual possesses and tells me that they would definitely help in leading a team to increase the cash flow. If someone can pass the specialist certification exam, it shows me that the person can resolve claims independently.”

Maya Mohan CRCE-I, Director, Healthcare Services

AAHAM CRCS Frequently Asked Questions

- Q:** What are the benefits of obtaining AAHAM certification?
- A:** Certification validates your knowledge of the revenue cycle and job specific competencies. It provides industry recognition along with a personal challenge, self-satisfaction, professional development, and individual enrichment. Certification demonstrates proficiency in your job, commitment to your profession and your career. Certification can play an integral part in your career plan and can help to increase your advancement opportunity.
- Q:** What is Specialist Certification?
- A:** Specialist certification tests the proficiency of staff involved in the management of patient accounts. It also helps to prepare staff for the changes that are inevitable in our industry today. Examinees are responsible for knowledge of all current Medicare deductibles and coinsurance amounts. AAHAM offers two types of Specialist Certification; one focused on the revenue cycle within an institutional (hospital, health system) environment, and the other focused on the revenue cycle in a professional (physician, clinic) environment.
- Q:** Who is eligible?
- A:** The CRCS-I/CRCS-P exam is available to individuals involved in the management of healthcare patient accounts. Membership in AAHAM is not a requirement, although it is encouraged. One-year employment in patient accounting is recommended to successfully complete the exam.
- Q:** What is the difference between the CRCS-I and the CRCS-P?
- A:** The CRCS-I is designed for those who work on the hospital/health system side of the revenue cycle while the CRCS-P is for those who work on the clinic/physician side of the revenue cycle.
- Q:** What do the CRCS-I/CRCS-P exams cover and how much time do I have?
- A:** Each examination has three sections covering patient access, billing, and credit and collections. All three sections cover relevant regulation and acronyms by sections. Each section is comprised of forty questions. An examinee is given two hours to complete a full exam, eighty minutes to complete a dual exam, and forty minutes to complete a section retake of the exam.
- Q:** When is the exam offered?
- A:** The exam is offered three times a year typically between the 2nd and 4th weeks of March, July and November (exact dates, times and locations will be determined and communicated to you by your local chapter).
- Q:** How much does it cost for the CRCS-I/CRCS-P exams?
- A:** The cost of taking the CRCS-I/CRCS-P full exam is \$100. Section retakes cost \$50 each. Dual certification exams are \$80.
- Q:** What study materials are available for the CRCS-I/CRCS-P?
- A:** AAHAM includes a CRCS-I/CRCS-P Study Outline in the exam fee. Download instructions are emailed approximately 6-7 weeks prior to the beginning of the exam period.
- AAHAM also offers a comprehensive CRCS-I/CRCS-P Exam Study manual for \$99.00. The manual is written by AAHAM specifically for AAHAM exams, to assist you in studying for the CRCS certification. The manual contains a wealth of helpful information for those studying for the exams. The manual's chapters correspond to each section of the exams, with material targeted and geared toward exam questions. It features knowledge checks (practice questions) along the way to help gauge your progress.
- Q:** How do I determine which chapter I am a part of?
- A:** You can access the Chapter Certification Chair directory on our website. Your local chapter would be the one in your state or in closest geographical area.
- Q:** Is there an exam application deadline?
- A:** All applications must be received by the AAHAM National Office by December 15, 2017 for the March 2018 examination, April 18, 2018 for the July 2018 examination, August 15, 2018 for the November 2018 examination.

Q: Once I have sent my application, how will I be notified of when and where to take my test?

A: You will be notified by your local Chapter Certification Chair with the name of your proctor, date, time, and exam location. You will receive your exam confirmation email with the study outline download instructions between 6-7 weeks prior to the scheduled exam period.

Q: By what method do you take the exam?

A: The examination is given exclusively online in a proctored environment.

Q: What if I don't pass all of the sections?

A: A minimum of two of the three exam sections must be passed in order to have the opportunity to retake the missed section. If you do not pass two sections the entire exam must be retaken. Retakes on the final section must be taken and passed within twelve months of your original test date.

Q: Can I cancel my test date?

A: There are no postponements or refunds. Exam fees are non-transferable.

Q: When will examinees be notified if they have passed the exam?

A: Examinees will be notified immediately upon completion of the exam if they have passed or failed the exam. To

pass the exam you must score a minimum of 70% correct on all three sections of the examination.

Q: Once you are certified, what is the process for re-certification?

A: To retain the CRCS-I or CRCS-P certification, there are two options available. One option is to retake and pass the entire exam every three years. The other option is to join AAHAM as a national member within the calendar year you become certified in and earn continuing education units (CEUs). Members must be in good standing by January 31 of each year and earn and report thirty hours of CEUs within the three calendar years following certification. Fifteen of the CEUs must be obtained from attendance at AAHAM related educational programs. If membership and CEUs are not maintained, the certification designation will be revoked and can no longer be used.

Q: Is there a Dual Specialist Certification Exam available?

A: Yes. In order to take this exam, you must currently hold a CRCS-I or a CRCS-P certification designation. You cannot take both exams at the same time. The examination for either the CRCS-I Dual or the CRCS-P Dual consists of two sections covering Patient Access (CRCS-I), Front Desk (CRCS-P) and Billing. Both sections must be passed on exam day otherwise a complete retake of the Dual Exam is necessary.

"The University of Pennsylvania Health System (UPHS) began a voluntary CRCS-I/CRCS-P certification program to support staff level persons working as part of the revenue cycle. UPHS pays for any candidate to take the test up to three times. The program is very popular with staff, which recognizes the investment that UPHS is making in their personal development. The Patient Accounting Department now offers a reward for passing the exam, paid out annually each year on the individual's certification anniversary for as long as they maintain their certification."

- Thomas McCormick, CRCS-I, UPHS



Certified Revenue Cycle Specialist (CRCS) Exam Application & Study Materials Order Form

Please Return to:
 AAHAM Certification Department
 11240 Waples Mill Road, Suite 200
 Fairfax, VA 22030
 Fax: 703.359.7562
 Tax ID#23-1899873

Name - <i>Print name as it should appear on certificate. (First, Middle Initial, Last)</i>		Title	
Employer Name		Email Address * <i>required to process application</i>	
Address			
City	State	Zip	Country
Phone	Cell	Local Chapter	AAHAM Member ID

Please complete this ONLY if you are applying to take the exam

Please list your current or last employer

Your current title

I hereby declare that the statements contained in this application are true and correct to the best of my knowledge.

(Applicant's initials)

REGISTRATION DEADLINE: Your application must be received by the AAHAM National Office by:

- December 15, 2017 for the March 2018 Exam
- April 18, 2018 for the July 2018 Exam
- August 15, 2018 for the November 2018 Exam
- December 19, 2018 for the March 2019 Exam

An exam confirmation and the information to download your study outline will be emailed to you 6-7 weeks prior to the start of the exam period. You will be contacted by your certification chair regarding the time, date and location of your exam.

The study outline is included with your exam fee. If you would like to order the Exam Study Manual or Coaching Kit, you may do so with this form or order online as well.

QUESTIONS? Call the National Office at 703.281.4043 x 2 or email certification@aaaham.org.

This is an interactive PDF, make sure to save the completed file before you submit the application.

Please keep a copy of this application for your records.

[Online Exam Registration](#)

[Online Study Materials Order Form](#)

Upcoming Exam Schedule, Registration Fees and Study Materials

Preferred exam month:
 March 2018 July 2018 November 2018

If it has been more than 12 months since you originally sat for the CRCS-I/CRCS-P exam, you must retake the entire exam. If this is a retake, when did you originally sit for the exam? _____ (month/year)

Exam Fees:
 CRCS-I Full Exam — \$100 (Hospital, health system)
 CRCS-P Full Exam — \$100 (Clinic, physician)

Section Retake - \$50
If this is a retake of CRCS-I/CRCS-P, which section are you taking?
 SECTION: 1 (Patient Access) 2 (Billing) 3 (Credit & Collections)

CRCS-I Dual Exam — \$80 (Hospital, health system)
 CRCS-P Dual Exam — \$80 (Clinic, physician)

ONLY Individuals who currently hold a CRCS-I or CRCS-P certification designation are eligible to take the dual exam.

Study Materials
 AAHAM CRCS Study Manual - \$99 X quantity _____: Total: _____
 Buy 6 CRCS Exam Study Manuals for the price of 5 - \$495 Total: _____
 CRCS Exam Coaching Kit - Member Rate - \$249 X quantity _____: Total: _____
 CRCS Exam Coaching Kit - Non-Member Rate - \$349 X quantity _____: Total: _____

Payment Method:
 Check/Money Order (Make Payable to AAHAM) Amex Visa MasterCard

Card Number _____
 Expiration Date _____ CVV2 Code _____

Name as it appears on card _____

Signature _____

Billing address for credit card: _____

PAYMENT TOTAL: _____

Please Note: Application fees are non-transferable and non-refundable. There are no postponements allowed.

Do something today that your future self will thank you for.
 #AAHAMAlwaysInvestinYourself
 #AAHAMRaisetheLevel



2018 National Membership Application

Please Return to:

AAHAM Membership Department
11240 Waples Mill Road, Suite 200
Fairfax, VA 22030
Fax: 703.359.7562
Email: info@aaaham.org

Name _____ Title _____

Employer Name _____ Email Address _____

Address Work _____

City _____ State _____ Zip _____ Country _____

Phone _____ Cell _____ Fax _____ Local Chapter _____

Address Home _____

City _____ State _____ Zip _____ Country _____

Membership Categories and Rates

* Local chapter dues may vary

NATIONAL MEMBERSHIP - The fee to become a National AAHAM member is \$209. If you join between July 1st and August 31st, the dues are \$160 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$250 for the rest of the current year and all of the following year.

FULL TIME STUDENT MEMBERSHIP - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings.

PART TIME STUDENT MEMBERSHIP - The part time student membership fee is \$50. If you join between July 1st and August 31st, the dues are \$35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are \$65 for the rest of the current year and all of the following year. **To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application.** Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

Retired Membership - The fee for retired members is \$50. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact that National Office.

If you are applying as a **Full Time Student Member**, please [click here to join online or download the correct membership application.](#)

Do something today that your future self will thank you for.

Join the thousands of other revenue cycle professionals that utilize the AAHAM network of peers to get answers to their questions and to strengthen their careers.

#AAHAMAlwaysInvestinYourself
#AAHAMRaisetheLevel

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.

How did you hear about AAHAM?

Colleague Publication Website LinkedIn

If referred by AAHAM member, please give their name:

Payment Method:

Check/Money Order (Make Payable to AAHAM)

Amex Visa MasterCard

Card Number: _____

Exp: _____ CVV2 Code: _____

Name as it appears on card: _____

Signature: _____

Billing Address for Credit Card: _____

PAYMENT TOTAL

NATIONAL DUES: _____

LOCAL DUES: _____

TOTAL ENCLOSED: _____



Please Return to:

AAHAM Membership Department
 11240 Waples Mill Road, Suite 200
 Fairfax, VA 22030
 Fax: 703.359.7562
 Email: info@aaham.org

2018 Full Time Student Membership Application

Name _____ Title _____

University Name _____ Email Address _____

Current Address _____

City _____ State _____ Zip _____ Country _____

Phone (Cell) _____ Major _____ Anticipated Graduation Date _____ Hours Taken This Semester _____

Permanent Address _____

City _____ State _____ Zip _____ Country _____

Membership Categories and Rates

* Local chapter dues may vary

NATIONAL MEMBERSHIP - The fee to become a National AAHAM member is \$209. If you join between July 1st and August 31st, the dues are \$160 for the rest of the current year. If you join between September 1st and December 31st, the fee is \$250 for the rest of the current year and all of the following year.

FULL TIME STUDENT MEMBERSHIP - Students taking at least 12 credit hours per semester can join for free. You must submit proof of your full time status with this application. Student members receive the benefits of membership with the exception of voting, eligibility for professional or executive levels of certification, and cannot be a proxy for a chapter president at any national board meetings.

PART TIME STUDENT MEMBERSHIP - The part time student membership fee is \$50. If you join between July 1st and August 31st, the dues are \$35 for the rest of the calendar year. If you join between, September 1st and December 31st, dues are \$65 for the rest of the current year and all of the following year. **To qualify for the part time student membership you must currently be taking between 6-11 credit hours per semester and submit proof with this application.** Student members receive all the benefits of membership with the exception of voting, eligibility for executive and professional certification, and cannot be a proxy for a chapter president at any national board meetings.

Retired Membership - The fee for retired members is \$50. To qualify for retired membership, an individual must be a National AAHAM member who has retired from healthcare. Retired members receive all benefits of membership with the exception of voting. To see if you qualify as a retired member, please contact that National Office.

If you are applying at any of the other membership levels, please [click here to join online](#) or [download the correct membership application](#).

Do something today that your future self will thank you for.

Join the thousands of other revenue cycle professionals that utilize the AAHAM network of peers to get answers to their questions and to strengthen their careers.

#AAHAMAlwaysInvestinYourself
 #AAHAMRaiseTheLevel

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.

How did you hear about AAHAM?

Colleague Publication Website LinkedIn

If referred by AAHAM member, please give their name: _____

Acceptable forms of proof of student status are:

- Current class schedule
- A signed statement for student faculty on college letterhead stating you are enrolled as a full time student. Please make sure to include email/phone number of professor signing the statement.

Local Chapter Membership:

AAHAM has over 30 local chapters throughout the US and India. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field.

Upon receiving your full time student membership application, your local chapter will contact you to notify you of how to become involved in your local professional chapter.



Local Chapters

AAHAM has over 30 chapters throughout the US and India. Local chapters offer you more opportunities for education and networking. Local chapters offer you more opportunities for education and networking, and offer both in person and webinar educational opportunities. In addition, local chapters offer a great opportunity to obtain an industry leading healthcare certification which provides exceptional value to students when seeking employment in the healthcare field. Please see the listing of local chapters below to help you decide which chapter you should belong to along with your national membership..

Name of Chapter	Geographic Location	Chapter Dues
Nebraska Aksarben #01	Nebraska	\$0.00
Florida Sunshine #03	Florida	\$40.00
Carolina #04	North & South Carolina	\$30.00
Washington Evergreen #05	Washington State, West of the Mountains	\$30.00
Minnesota Gopher #06	Minnesota	\$40.00
Iowa Hawkeye #07	Iowa	\$0.00
Missouri Hawthorn #08	Missouri	\$45.00
Illinois #09	Illinois	\$30.00
Washington Inland Empire #10	Washington State, East of the Mountains	\$25.00
Pennsylvania Keystone #11	Central Pennsylvania	\$25.00
Maryland #13	Maryland	\$25.00
Utah Mountain West #14	Utah	\$30.00
New Jersey #16	New Jersey	\$40.00
Ohio Western Reserve #18	Ohio	\$0.00
Northeast PA #19	North East Pennsylvania	\$30.00
Colorado Rocky Mountain #21	Colorado	\$20.00
Maine Pine Tree #22	Maine	\$25.00
North/South Dakota Rushmore #23	North & South Dakota	\$0.00
Western Region #26	Arizona and California	\$0.00
Virginia #27	Virginia	\$30.00
Philadelphia #29	Philadelphia, Pennsylvania	\$35.00
New York Mid-York #31	New York	\$30.00
Georgia #33	Georgia	\$30.00
Connecticut #34	Connecticut	\$35.00
Pennsylvania Three Rivers #37	Pittsburgh, Pennsylvania	\$50.00
Texas Bluebonnet #40	Texas	\$50.00
Indiana #42	Indiana	\$25.00
Wisconsin #44	Wisconsin	\$25.00
Chennai #49	Chennai, India	\$0.00
Tennessee Music City #53	Tennessee	\$35.00
Vermont & New Hampshire Twin States #56	Vermont & New Hampshire	\$25.00
Massachusetts #57	Massachusetts	\$85.00

Please Check the Appropriate Codes in Each Category Below

Years in Healthcare:

0 -5 6 -10 11 -20 21 -25 25+

Certification:

CHAM (NAHAM) CHFP (HFMA)
 FHFMA (HFMA) CHCS (ACA)
 Other (please list)

Employer Type:

Billing
 Collection Agency
 Consulting
 Law Firm
 Outsourcing
 Provider
 Software/IT
 Vendor/Corporate Partner
 Other (please list)

Position:

CFO
 Consultant
 Director
 Executive Director
 Vice President
 Manager
 Patient Access Representative
 Partner, Principal, Owner
 PFS Representative
 Supervisor/Coordinator
 Other (please list)

Please allow two weeks for processing after your application is received at the national office. Dues are not tax deductible as a charitable contribution, but may be as a business expense. Approximately 4% of your annual dues are used for lobbying activities and are non-deductible.

Please note: AAHAM's membership year is from January to December, it is not anniversary based. Membership is on an individual, not institutional, basis and is non-transferable.

AAHAM MISSION STATEMENT

*To Provide Education, Certification,
Networking, and Advocacy for
Healthcare Revenue Cycle Professionals*



Providing Excellence in the Business of Healthcare